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AUTHOR Bond, Judith; McGill, Teresa
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ABSTRACT

The instructional materials are intended for use in teaching vocational English and English literacy to limited-English-speaking personnel in the hotel industry. They are designed for learners at three instructional levels, and address job-specific literacy tasks. An introductory section describes the materials and offers suggestions for multi-level grouping. Thirteen topical instructional units follow, each containing class activities and worksheets. A teacher's guide to activities and skills is included with each unit. Unit Topics include: introductions and exchanging personal information; hotel jobs; the workplace; schedules; housekeeping; working with food; health and safety; safety signs and labeling; transportation; service with a smile; money; performance; and fringe benefits. Appended materials include a resource guide, literacy skills inventory, facilitator's journal, and word cards. (MSE) (Adjunct ERIC Clearinghouse on Literacy Education)

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